Guaranty Bank and Trust Company℠

POSITION DESCRIPTION

Functional Title: Portfolio Manager
Effective: July 2011
Reviewed: September 2012, November 2013, December 2014
Officer Title: see Leveling Guide
Reports to: Commercial Manager/Market President
Direct Reports to this Position: N/A
Exemption Status Based on FLSA: Exempt (X) Non-Exempt ( )

Summary of Job Responsibilities:
Maintains awareness, understanding and compliance with Guaranty Bank and Trust's "Code of Ethics", internal policies and procedures, laws and regulations that are appropriate for the position.

Essential Duties:
Employees are held accountable for all duties of the job. Individuals must be able to perform these duties with or without reasonable accommodations.

- Demonstrates core values and guiding principles as outlined in the Bank's identity statement.
- Ensures all activities and work functions comply with company policies and procedures and state/federal laws and regulations.
- All Managers are responsible for supporting an equal employment opportunity environment and additionally for taking action to prevent harassment and intimidation in the workplace.

Relationship/Portfolio Management: manages and services current customer relationships within assigned portfolio.

- Delivers meaningful and sustainable value by anticipating needs and expectations and providing appropriate value-add solutions.
- Ensures each relationship is profitable and represents appropriate risk.
- Balances the outcome for all constituents.
- Contacts customers on a regular basis regarding account status (NSFs, analysis, open and closed accounts, CD renewals, fees, possible fraud, stop payments, research requests, interest rates, etc.).
- Authorizes transfers, payments, advances, ACH originations, and wire transactions.
- Calls on past due accounts.
- Performs account/loan maintenance as required.
- Maintains contact with entire portfolio on a regular basis.
- Acts as liaison for all customer inquiries, issues and account instructions; directs questions and requests as necessary if issues relate to other departments.
- Acts as liaison for inter-department concerns regarding portfolio, e.g., BSA, compliance, etc., issues.
- Ensures accuracy of information, data, and documentation for all portfolio accounts.
- Ensures accuracy of CRM information, data and notes for all portfolio accounts.

Credit Management (<u>as applicable based on leveling guide</u>): manages credit risk through origination, documentation and monitoring, retaining ultimate accountability for all aspects of credit risk management.

- For new and renewing loan requests, determines borrower credit-worthiness in accordance with credit policy and manages the request through the appropriate underwriting process (custom underwriting or Mark IV centralized system):
  - Gathers and analyzes complete and reliable credit and financial data; reviews performance trends.
  - Evaluates repayment capacity (primary, secondary, tertiary)
  - Identifies repayment risks and determines willingness to sponsor credit.
  - Negotiates credit terms and repayment within established guidelines.
  - As applicable, prepares quality credit presentations that anticipate issues and logically support the proposed credit action(s).
  - Makes timely and accurate decisions within approval limits.
  - Communicates credit decisions to loan applicants; initiates written notification of adverse action as required.
- Properly documents loan transactions:
  - Reviews to ensure final executed loan documents accurately reflect credit approval terms, perfect the Bank's security position and protect the Bank's rights and remedies.
  - Reviews loan documents with customers, explaining rates, terms and requirements.
  - Obtains appropriate signatures and initiate disbursement of loan proceeds.
- Conducts routine review and administration of loans:
  - Ensures timely receipt and review of required financial reporting.
  - Completes annual reviews as required by bank policy.
  - Identifies and acts on deteriorating financial trends and/or financial covenant defaults, including timely and appropriate credit action regarding risk ratings and/or covenant violations/defaults.
  - Conducts timely site visits and field inspections of collateral.
  - Closely monitors deteriorating loan situations; manage credit to minimize loss. Handles follow-up and collection of delinquent and problem loans.
  - Promptly clears any loan-related exceptions.
- Manages enterprise risk for products and services, including depository services and cash management products such as ACH.

Business Development: develops new sources of revenue within the existing portfolio.

- Maintains knowledge of commercial and retail banking products and services, as well as industries or target markets served.
- Meets assigned business development goals through maintaining and expanding existing relationships.
- Provides existing customers with appropriate financial services:
  - Reviews existing relationships for product penetration opportunities (loans, deposits, fees and non-credit products and services); issue proposals as appropriate.
  - Identifies and refers business opportunities to internal product partners and other target market business lines.
- Processes smaller loan requests (generally less than $250,000) sourced by relationship managers that cannot be handled in the Retail business unit.
- Maintains visibility through active and strategic involvement in the community.

Personal Development: actively manages career and continuous improvement.

- Owns personal development.
- Participates in company-sponsored training.

Other

- Supports strategic plan and company initiatives.
- May manage loan assistants, directing workflow and providing feedback.

Non-Essential Duties:

1) Cross-trains in other areas as required
2) Backs up loan assistants during absences
3) Opens and closes the bank as assigned
4) Performs other duties as assigned.

Required Qualifications [Knowledge (Education), Skills and Abilities (KSAs)]:

- See Leveling Guide for level-specific requirements.
- Knowledge and understanding of bank rules and regulations, CRA, compliance, bank products and services.
- Personal confidence.
- Ability to build personal credibility with credit approval authorities.
- Demonstrated ability to negotiate on behalf of the Bank and the borrower while appropriately balancing risk and shareholder value.
- Ability to work in a team environment and demonstrate flexibility as business dictates.
- Proven ability to communicate verbally and in-writing with internal/external constituents.
- Computer skills including Microsoft Word and Excel; highly proficient in underwriting software.

<u>Applies to Level 3 in Leveling Guide</u>

- In-depth knowledge of bank products and services.
- Familiarity with credit policies, laws and regulations relating to commercial lending.
- Significant accounting and finance knowledge.
- Excellent analytical and problem solving skills.
- Demonstrated ability to critically think, formulate and support credit decisions, and logically defend positions.

Preferred Qualifications:

- Commercial Lending, Consumer Lending or Banking/Finance certificates through Center for Financial Training or equivalent

Types of Decisions: This individual will have the ability to make decisions regarding customer accounts, compliance issues, approval of checks and deposits within guidelines, and regulatory matters that would affect a customer's account. Day to day decisions will be made regarding the major duties and responsibilities of the position.

Consequences of Errors: Errors may have a significant adverse effect on relationships with customers, other departments of the bank, regulatory authorities.

Contact with Others: Unlimited contact with customers and employees both in person and on the telephone. Must display quality of service showing courtesy, tact, and discretion at all times. Maintains a positive demeanor and displays excellence in service, keeping the banks image in mind at all times.

Physical Requirements: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Ability to sit for 4-5 hours due to numerous customer service duties

The above statements are intended to describe the general nature and level of work being performed. This job description should not be construed to imply that these requirements (job responsibilities and KSAs) are the exclusive standards of the position. Incumbents may be required to follow other instructions, and to perform other duties, and obtain other KSAs that may be required of the position.

<u>Leveling Guide</u>

<table>
<tr><th></th><th>Portfolio Manager 1
Grade 9
N/A / Officer/AVP</th><th>Portfolio Manager 2
Grade 10/11
Officer/AVP/VP</th><th>Portfolio Manager 3
Grade 12
VP/SVP</th></tr>
<tr><td>Scope/Complexity of Work</td><td>Handles basic or routine relationships (credits, deposits, and fee based products/services) that require less complex analysis.

Developing portfolio management skills. Limited experience in business development.</td><td>Relationships (credits, deposits, fee based products/services) require moderate analysis. Adequate portfolio management skills.

Developing solid track record in business development with existing clients; consistently achieves average goals.</td><td>Relationships (credits, deposits, fee based products/services) require moderate to complex analysis. Strong portfolio management skills.

Solid track record in business development with existing clients; consistently achieves stretch goals.</td></tr>
<tr><td>Knowledge</td><td>General knowledge of assigned function; sound technical skills; general knowledge of bank policies and procedures, laws and regulations, and compliance.</td><td>Thorough knowledge of assigned functions; strong technical skills, thorough knowledge of bank policies and procedures, laws and regulations, and compliance.</td><td>Comprehensive to expert level of knowledge of assigned function; exceptional technical skills, expert level knowledge of bank policies and procedures, laws and regulations, and compliance.</td></tr>
<tr><td>Minimum Education and Experience relating directly to position being performed</td><td>4 year college degree and 1-3 years experience in commercial banking, preferably as a relationship or portfolio manager or credit analyst; basic familiarity with treasury management services.

Extensive portfolio management experience may be substituted for a college degree.</td><td>4 year college degree and 3-7 years experience in commercial banking as a relationship or portfolio manager; solid familiarity with treasury management services and other bank products.

Extensive portfolio management experience may be substituted for a college degree.</td><td>4 year college degree and more than 7 years experience as a relationship or portfolio manager; advanced understanding of treasury management services and other bank products.

Extensive portfolio management experience may be substituted for a college degree.</td></tr>
<tr><td>Portfolio Parameters (Loans and Deposits)</td><td>Heavily concentrated in deposits with modest loan volumes. Loans are smaller average deal size with the majority (75% +) underwritten in Mark IV.

<u>Funds Under Management</u> (combination of loans and deposits):
Up to $10 million+ (primarily custom underwriting)
Up to $20 million+ (primarily Mark IV underwriting)</td><td>Moderately large combination of loans and deposits. More custom underwriting with less underwriting through Mark IV.

<u>Funds Under Management</u> (combination of loans and deposits):
$20 million+ (primarily custom underwriting)
$30 million+ (primarily Mark IV underwriting)</td><td>Heavy volume of loans and deposits with larger deal size. Primarily custom underwriting; very small portion of loans (less than 10% of notes) are underwritten in Mark IV.

<u>Funds Under Management</u> (combination of loans and deposits):
$60 million+</td></tr>
<tr><td>Business Development</td><td>Mines existing portfolio for new business. May underwrite and/or book new business sourced by others.</td><td>Mines existing portfolio for new business. May underwrite and/or book new business sourced by others.</td><td>Mines existing portfolio for new business. May underwrite and/or book new business sourced by others.</td></tr>
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